



Email Messaging

AWG Meeting March 21, 2002



Email Messaging

Solution Review

Fact:

- FSA's applications are vehicles for sending and receiving massive amounts of email during the course of doing business.
- eCB, FAFSA, DL, Ombudsman, Consistent Answers, etc. each have Email solutions.
- Each system sends, receives, test and handles Email messaging in a different manner.



Email Messaging

Solution Review

Opportunity:

- Recent events have highlighted our need to recommend a standard set of Email messaging solutions for:
 - ◆ Sending (small and large amounts of) mail messages
 - ◆ Receiving mail messages
 - ◆ Reducing the impact of mail messaging on the infrastructure
 - ◆ Testing the send and receive functions of mail messaging in a secure and non-intrusive manner
 - ◆ Developing Email messaging standards including XML Email messaging
 - ◆ Leveraging Email tools across FSA



Email Messaging

Solution Review

Other areas for consideration include:

- Email Management
- Secure Email content solutions

Next Steps:

- Obtain a volunteer to sponsor research for FSA's Email strategy
- Proceed quickly toward developing standard solutions.